

### REMARKS

1. Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 2-52 are pending in this application.

Claims 2, 4, 6-13, 17, 18, 20-24, 26-34, 37, 38, 40-46 and 48-52 have been rejected under 35 U.S.C. §103(a) as being obvious over U.S. Pat. No. 5,465,286 to Clare et al. in view of U.S. Pat. No. 5,742,675 to Kilander et al. Claims 3, 5, 14-16, 19, 25, 35, 36, 39 and 47 have been rejected under 35 U.S.C. §103(a) as being obvious over Clare et al. in view of Kilander et al. and U.S. Patent No. 6,268,872 to Matsuda et al. After a careful review of the claims (as amended), it has been concluded that the rejections are in error and the rejections are, therefore, traversed.

2. Claims 2, 4, 6-13, 17, 18, 20-23, 24, 26-34, 37, 38, 40-46 and 48-52 have been rejected as being obvious over Clare et al. in view of Kilander et al. In response, the claims have been further limited to an "electronic floor plan containing pictorial images of the entities" and to the method steps of (and apparatus for) "the supervisor selecting a pictorial image of an entity of the entities displayed on the electronic floor plan; and displaying entity configuration information of the selected entity on the supervisors workstation in response to the selection". Support for the limitations may be found on page 7, line 17 to page 8, line 10.

In contrast, the combination of Clare et al. and Kilander et al. fail to provide any teaching or suggestion of a electronic floor plan where a supervisor may select a

pictorial image of an entity and be provided with entity configuration information. In this regard, Clare et al. may provide an icon of an agent (col. 12, lines 55-57), but otherwise relies upon a menu screen (FIG. 5) for agent information. Kilander fails to show any entity configuration information.

The Examiner asserts that

"Applicant argues that Kilander et al. do not teach the supervisors workstation that monitors a database for log on and log off. Examiner respectfully submits that Kilander et al. teach (col. 6, lines 9-32) that an automatically distributing calls to available logged in call handling agents who logs on to his/her workstation or console, and when the agent logs off her/her computer notifies the CCS 20 and the log off request and records it in the MIS section of the data base 22 (Fig. 5 and col. 7, lines 45-52)".

However, the CCS 20 and database 22 of Kilander are clearly shown in FIG. 1 to be separate and apart from the management station 24. As such, the Examiner is clearly mistaken in his belief that the Kilander management workstation monitors the database for log ons and log offs.

The Examiner admits that

"Clare et al. do not suggest the step of monitoring and detecting logons and logoffs of the entities to identify consoles being used by the entities. Kilander et al. teach a method and apparatus automatically distributing calls to available logged in call handling agents who logs on to his/her workstation or console (col. 6, lines 9-32). When the agent logs off his/her computer notifies the CCS 20 of the log off request and records it in the MIS section of database 22 (Fig 5 and col. 7, lines 45-62 . . . It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of detecting logons and

logoffs of the entities to identify consoles being used by the entities, as taught by Kilander, in Clare's system in order to add more capability of providing and reflecting a change physical location information based upon the monitoring of the logons and logoffs of the entities to Clare's system beside relying on radio transmitting to determine the location of agents".

It may be noted first in this regard that the claims are limited to the method step of (and apparatus for) "monitoring a database of the call center by an application within a supervisors workstation for log ons and log offs by entities of the call center to identify consoles being used by the entities". By the Examiner's own admission, Kilander et al. merely teaches an agent computer notifying the CCS 20 of the log off request and of the CCS 20 recording the log off in the MIS section. Nowhere within Kilander et al. is there any teaching of an application within the supervisors workstation that monitors a database for log ons and log offs.


Since the combination of Clare et al. and Kilander et al. is deficient in this and other regards, the combination fails to teach each and every claim element. Since the combination fails to teach each and every claim element, the rejections are believed to be improper and should be withdrawn.

3. Claims 3, 5, 14-16, 19, 25, 35, 36, 39 and 47 have been rejected as being obvious over Clare et al. in view of Kilander et al. and Matsuda et al. However, Matsuda et al., as with Clare et al. and Kilander et al., also fails to teach or suggest the method step of (and apparatus for) "monitoring a database of the call center by an application

within a supervisors workstation for log ons and log offs by entities of the call center to identify consoles being used by the entities". Matsuda et al., as with Clare et al. and Kilander et al., also fails to teach or suggest the method step of (and apparatus for) "the supervisor selecting a pictorial image of an entity of the entities displayed on the electronic floor plan; and displaying entity configuration information of the selected entity on the supervisors workstation in response to the selection".

Since the combination of Clare et al., Kilander et al. and Matsuda et al. is deficient in these regards, the combination fails to teach each and every claim element. Since the combination fails to teach each and every claim element, the rejections are believed to be improper and should be withdrawn.

4. Allowance of claims 2-52, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,  
WELSH & KATZ, LTD.  
By   
Jon P. Christensen  
Registration No. 34,137

April 19, 2005  
WELSH & KATZ, LTD.  
120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606  
(312) 655-1500